

Comprehensive FaDSS Onsite Review Process

The comprehensive onsite review will be conducted every three years. All grantees will get comprehensive process PY 15. The comprehensive onsite includes an evaluation of program, human resources, fiscal and other administrative/organizational standards. There are a total of 49 FaDSS standards that will be reviewed. The review will evaluate programs for compliance on all standards including organizational standards. The review will be conducted by a combination of Division of Community Action staff, including program managers and fiscal auditors. Program Managers will review some agencies together to assure inter-rater reliability of the onsite review process. Unless indicated otherwise the process reflected below relates to the program onsite process.

Forms completed by DCAA to document standard compliance include:

<i>Onsite Report</i>	<i>FaDSS Family File Review and Companion</i>
<i>Supervisory and Administrative Review</i>	<i>Personnel Review for FDS, Supervisor, Management and Support</i>
<i>Home Visit Observation</i>	<i>Staff Interviews</i>

Pre-Onsite (will be completed six weeks prior to Phase 1)

- DCAA and Grantee FaDSS Coordinator will coordinate the dates of the onsite review. Dates should be arranged at least six weeks in advance of the first visit or as agreed upon by both parties. Information will be sent out regarding the onsite, after dates have been confirmed. This information includes:
 - Draft agenda detailing the onsite activities. Grantees will fill in any blanks that are on the draft schedule and email to DCAA. DCAA will confirm the schedule.
 - FaDSS Program Standards Summary and Guide. The guide can be used to assist grantees to gather documentation for all standards prior to Phase 1.
 - Results sheet from the previous year.
 - DCAA will provide list of recently exited family names (one file per FTE specialist).

Grantees will be expected to have documentation available to show how the program is meeting the requirements. These include availability of the agency's policy and procedural and employee's manuals. Prior to the onsite, grantees should collect the necessary documentation for each standard and have it available in a central location for ease of access to the agency and DCAA staff.

Phase 1 (1 to 1 ½ days) – First Visit

- Entrance Interview (1/2 hour)
Who should attend: Program Management, Executive Director, Fiscal, Human Resources and other people invited by the program.
 - Introductions of grantee staff and DCAA staff
 - Outline the onsite review process – DCAA may use this guide to discuss the process.
 - Verify agenda of the onsite with all parties.
 - Answer Grantee questions

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- DCAA attend staff meeting or one-on-one supervisory meeting or both (length varies)
- DCAA will monitor for standards through observation of the staff meeting and one-on-one. Specific standards to review include 26, 27, and 28. This will be documented on the supervisory and administrative review form and in the onsite report.
- DCAA will seek input from families either through a family focus group or home visit observation. This will be documented on the home visit observation and included as part of the Onsite Report. (1 – 2 hours)
- DCAA and grantees will review standard documentation. Some organizational standards may be reviewed during this Phase. (2 hours)
 - DCAA will provide technical assistance on standard documentation as necessary.
- DCAA will take exited family files and other information including information from the FaDSS Program Standard and Summary Guide needing for review. The other information will include information related to documentation of program and organizational standards. This will aid in generating follow up questions for program and administrative staff.

Phase 2 (Desk review by DCAA)

- DCAA will review exited family files and document compliance with standards on the FaDSS File Review. The file reviews will include a review of FaDSS standards 3 – 25. Desk review of other information that was collected from grantee during phase 1.
 - This includes compliance check of standard 8; which requires families to exit FaDSS within three months of leaving FIP. This is verified by cross referencing the DHS system and the FaDSS system and comparing FaDSS exit dates with FIP exit dates.
- FaDSS State Manager will confer with CSBG and fiscal staff within the Department of Human Rights to review their findings from their last monitoring visit. CSBG reviews are performed every three years and fiscal monitoring is done yearly. Some of the organizational standards will be reviewed by those respective staff. The results of those visits will be incorporated into FaDSS Onsite Report for the year (phase 4).
- In FY2016, the organizational standards will be reviewed in a staggered format of every three years based on the schedule developed by the CSBG program manager. Roughly, only a third of programs will be reviewed for organizational standards every three years.
- Review agenda with FaDSS Coordinator and make any adjustments.

Phase 3 (1 - 3 days) Second Visit – Occurs approximately one month after Phase 1 (First Visit) or as agreed upon by both parties.

- DCAA will review documentation of families not enrolled or placed on the waiting list. This includes a review of FaDSS standard 2 (1 hour)
 - Will select files based on Grantee method of storage for families not enrolled
 - Will select files based on Grantee method of storage for families on waiting list
- DCAA will conduct a FDS staff interviews. (1 to 1 ½ hour)
 - Management will not be present
 - Coordinators/Supervisors that have caseload will not be included
 - DCAA will assess FDS knowledge and understanding of standards. This will provide documentation of the agency implementation of policy, procedures and processes used to assure compliance with program and organizational standards.

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- DCAA will review personnel files for FaDSS standards 26, 30, 32, 33, and 48. Some items reflected in personnel files may actually be kept separate from the official personnel file and may be kept by the Coordinator. These standards will be documented for compliance on the Personnel Review for FDS, Supervisor, Management and Support and the Supervisory and Administrative Review forms and included on the Onsite Report. (1 hour)
- DCAA will review organizational standards with the FaDSS Coordinator, human resource, fiscal and executive staff. Grantee can decide if other personnel should be a part of this. (1 to 2 hours)
 - DCAA will seek input from personnel that are responsible for the overall organization functions, persons responsible for reporting to funders, person responsible for human resource and fiscal decisions.
 - DCAA will follow up on questions about documentation of program and organizational standards.
- DCAA will meet with FaDSS management group (Coordinator and/or Supervisor). (1 to 1 1/2 hour)
 - DCAA will review program supervision records Standards 26 – 28.
 - DCAA will review file review and personnel findings
 - DCAA will review outcomes
 - DCAA will lead discussion on strengths/challenges of program
 - DCAA will ask about future plans of the program
- DCAA will meet one on one with Specialists and their supervisor to go over family files. (1/2 hour per FDS)
 - DCAA will review file review forms for exited family files. Interviews with FDS will include reviews of standards 3 - 25.
 - Discuss strengths/challenges
 - Answer questions from FDS
- Exit interview (1 hour)

Who should attend: Program Management, Executive Director, FDS, Fiscal, Human Resources and other people invited by the program.

 - Overview of the onsite process
 - Discuss preliminary findings of the FaDSS Standards
 - Discuss and receive input on strengths of the program
 - Discuss suggestions for enhancements
 - Discuss procedures identified in Phase 4

Phase 4

- DCAA will write the final report. The onsite report will be completed approximately four to eight weeks after the date of the exit interview. The final report will be documented on the Onsite Report.
- Supporting information will also be included in the final report from the following sources:
 - FaDSS Family File Review and Companion
 - Supervisory and Administrative Review
 - Personnel Review for FDS, Supervisor, Management and Support
 - Home Visit Observation
 - Interviews of FDS and Program management and administrative
- Any standards not meeting expectations as a result of CSBG and DHR fiscal monitoring may be addressed as part of the FaDSS onsite report.
- Grantees will write response to the final report if needed. Responses will be required for any standards not meeting expectations and will include a plan to address those areas

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not meeting expectations (action plan). The response will need to be from the Executive Director.

- DCAA will accept the action plan or work with grantee to get the action plan approved.
- DCAA will send an acceptance letter to grantee
- Grantee will implement action plan
- Approximately three months after approval DCAA will monitor to ensure that action plan was carried out.